

Employment Opportunities

California State University
Northridge

Office of Human Resources
University Hall - 165
18111 Nordhoff Street, Northridge, California 91330-8229
Applications are accepted between 8:00 a.m. and 5:00 p.m. Mon-Fri.

Telephone No: (818) 677-2101
V/TTD: (818) 677-5288
Dial-A-Job: (818) 677-2087
Email: applications@csun.edu
Web Address: <http://www-admn.csun.edu/hrs/employment>

VACANCY ANNOUNCEMENT

POSITION: POLICE DISPATCHER (2558)

AREA: DEPARTMENT OF POLICE SERVICES

GENERAL INFORMATION: THE SELECTED CANDIDATE MUST PASS A THOROUGH BACKGROUND INVESTIGATION WHICH INCLUDES FINGERPRINT CLEARANCE AND MEDICAL AND PSYCHOLOGICAL EVALUATIONS AS REQUIRED BY POST.

ABOUT THE UNIVERSITY: California State University, Northridge, long known for the intellectual, social, and cultural relevance of its 171 academic programs and engaged centers; embraces innovation in community service, and hands-on experience and rigor. A minority-serving University in a globally diverse region, it is a national leader in preparing teachers for K-12 and first generation college students for graduate studies. Cal State Northridge is a park-like campus located in the San Fernando Valley with 1.8 million people, 20 miles northwest of downtown Los Angeles. 1,800 of its 33,000 students are international. Cal State Northridge is a welcoming University that values accessibility, academic excellence, and student achievement.

DUTIES: Under general supervision, the Police Dispatcher performs radio dispatch for police, parking, and other Department of Police Services field units. Answers and screens phone calls from both business and emergency lines; screens calls for service to determine caller's eligibility in creating a report through the department's on-line reporting system; processes, distributes and files reports; performs data entry, RIMS Computer Aided Dispatch (CAD) entry; enters information into the CAD system and maintains log of radio transmissions to include time of incoming call, duration, and messages as needed. Monitors fire and intrusion alarms, DPS facility lock-up access control and CCTV security systems; operates police computer systems; records lost and found items upon intake from public and returns items to owners as directed. Assists campus visitors with information; routes complaints; provides related administrative support to the department and performs other duties as assigned.

QUALIFICATIONS: One year of full-time, verifiable experience using a switchboard and two-way radio communication system in a law enforcement or comparable agency within the last ten years, and a high school diploma or equivalent. Applicants must have completed or be able to attend and successfully complete the Police Officers Standards and Training (P.O.S.T) Dispatcher Course. Incumbents who, upon hire, do not possess a P.O.S.T. Dispatcher Certificate will be required to pass a written test related to essential dispatching skills. Additionally, incumbents must successfully pass supplemental P.O.S.T. requirements for dispatchers such as a background check, physical and psychological examinations, drug testing, and related requirements. **Knowledge, Specialized Skills, and Abilities:** Working knowledge of: legal codes, requirements, procedures, and techniques for receiving complaints and calls for service, and for dispatching and communicating with campus officers in the field; public safety-related agencies and the respective communication protocols; and geographical layout. Working knowledge of and ability to use applicable computerized and automated dispatch and law enforcement systems and databases to enter, research, and retrieve data as necessary. Ability and specialized skills to: effectively and phonetically use the English language; speak clearly and concisely; follow oral and written instructions; transfer information accurately; handle a wide range of interpersonal interactions effectively; learn the use of applicable automated dispatch and law enforcement systems and databases; effectively converse using police radio systems; accurately evaluate information and situations, and make appropriate decision in routine, non-routine, and emergency situations; independently respond and act quickly; read maps and floor plans to provide directions to officers in the field; accurately interpret written policies, follow oral and written instructions, and transfer information; provide clear and concise verbal directions quickly and accurately; present and summarize information in a variety of written formats, using clear and concise language; establish and maintain effective working relationships, interact with all members of the campus community and general public, and maintain composure in highly stressful situations or when dealing with difficult individuals; and ability to maintain the confidentiality of sensitive information.

PAY, BENEFITS, & WORK SCHEDULE:

Salary is commensurate with knowledge, skills, and experience. The university offers an excellent benefit package.

SUBMIT OUR APPLICATION BY: Initial review begins April 23, 2012, and will continue until position is filled.

SUBMIT EMPLOYMENT APPLICATION TO: <http://www-admn.csun.edu/ohrs/employment/>

The university is an Equal Opportunity Employer and does not discriminate against persons on the basis of age, disability, disabled veteran or Vietnam-era veteran status, gender, marital status, national origin, race, religion, or sexual orientation.